

## Flexible Working Policy

<b>Version Number</b>	2
<b>Revision Date</b>	14 August 2023
<b>Department</b>	Business Support & Transformation
<b>Author</b>	People Partner
<b>Reason for Policy Creation/Revision</b>	Legislation change and updated policy
<b>Data Protection</b>	This policy complies with our Data Protection Policy & Procedures.
<b>Equalities</b>	This policy ensures that we have equal protection in place for all employees.
<b>Sustainability</b>	N/A
<b>Proof Read By</b>	Head of HR & OD
<b>Date Approved</b>	28 September 2023
<b>Approved By</b>	SMT
<b>Next Review Due</b>	28 September 2026
<b>Audience – Training and Awareness Approach</b>	Manager training will be required to support awareness of changes and effective use of the policy.
<b>Effective Date</b>	19 October 2023
<b>Internal References – Policies &amp; Procedures (Located on The Hub)</b>	Flexible Working Procedure Family Friendly Policy and Procedure Maximising Attendance Policy and Procedure Time Off Policy and Procedure
<b>External References</b>	

### 1. Policy Purpose

- 1.1 Offering flexible working arrangements is a direct way of helping our employees to achieve a better balance between work and home lives. We recognise that some employees have domestic commitments that mean they have to work flexibly.
- 1.2 At Hanover, we have a strategic ambition to be a great employer. It is therefore vital that we demonstrate our commitment to implement flexible working both in practice and through our values.
- 1.3 Like our Family Friendly Policy, the purpose of this policy is to inform our employees of the options available to them with respect to working flexibly. It also reinforces the working culture which we continue to promote.
- 1.4 Our employees now have the right to request a flexible working pattern from day one. As we continue to evolve our offering, we hope that this will help employees strike a successful work-life balance as well as support the different needs of our teams.

### 2. Policy Scope

- 2.1 This policy will inform employees of what flexible working may look like at Hanover and further discuss eligibility should an employee choose to pursue one of the available flexible working options.
- 2.2 We encourage our managers to regularly discuss work pressures with all employees through regular meetings and 121 meetings, giving the opportunity to be open and transparent when discussing the balance and challenges an employee may face or require support with.
- 2.3 This policy applies to all employees while they remain under Hanover's employment and the term 'employee' will cover all workers who are either employed or engaged to undertake work for Hanover.

### 3. Definition

- 3.1 The term 'flexible working' can be described as a type of working arrangement that gives a degree of flexibility on how long, where, when and at what times employees work. The types of practices available to employees are highlighted in Section 4 below however, all employees have the legal right to request flexible working. This is known as 'making a statutory application'.

### 4. Scope of Requests

- 4.1 There are various reasons why an employee may wish to pursue the option of flexible working and there are numerous options to explore. Eligible employees can make a flexible working request for one of, or a combination of, the following:
  - Job-sharing
  - Part-time working
  - Annualised hours

## **FLEXIBLE WORKING POLICY**

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- Compressed hours
- Flexitime
- Term-time working
- Swapping hours
- Working from a 'satellite office'
- Flexible shift working

### **5. Responsibilities**

- 5.1 In consideration of flexible working, Hanover will support employees who are wishing to amend the terms of their contract for the benefit of their own health and wellbeing. As a result, employees are expected to comply with this policy and adhere to the timescales set out in the procedure. Employees also have a responsibility to cooperate with us should their preferred flexible working arrangement not be possible to implement at the time of application.
- 5.2 All Hanover managers hold a responsibility to support their employee's health and wellbeing. Often, this can be best managed through regular conversations with employees, both on a one-to-one basis and in team environments. Managers are also required to adhere to the procedure, and the timescales mentioned within and to find suitable solutions for both the employee and the business in terms of flexible working requests.

### **6. Monitoring & Evaluation**

- 6.1 This procedure constitutes contractual terms and conditions. Hanover reserves the right to amend any provision of this procedure subsequent to appropriate consultation.
- 6.2 We will regularly evaluate this policy and accompanying procedure in line with any further, legislative change as well as the volume of flexible working requests and approvals received.

### **7. Review**

- 7.1 We will review this policy every three years or earlier as required.